

# Pine Belt Cellular, Inc.

## 54.209 Compliance Report

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### **I. Progress Report on Five-Year Service Quality Improvement Plan**

For the period July 1, 2009 through June 30, 2010 Pine Belt Cellular, Inc. ("Pine Belt") undertook and completed the following service quality improvement projects

1. Constructed 2 new base stations.
2. Reconfigured 1 Repeater site to a Base Station
3. Installed PDSN and AAA for Mobile Data
4. Added 1XRTT Data to 29 existing base stations and 17 existing repeater sites
5. Added 6 EVDO Base Stations
6. Add 5 EVDO Repeater sites

In accomplishing these projects, Pine Belt invested \$848,624 in telecommunications property, plant and equipment. During the same period, Pine Belt received \$138,179.00 in High Cost and Interstate Access Support.

These projects are depicted in the maps on pages 2 thru 6. These maps show the following information

#### **Colors**

Green	Predicted RSL equal to or better than -80 dBm
Yellow	-81 to -90 dBm
Magenta:	-91 to -100 dBm

#### **Tower Site Symbols**

1X	1xRTT Data added to existing voice coverage
1XNC	New site providing 1xRTT Voice and Data service
1X3G	1xRTT Data and 3G-EVDO Mobile Broadband data added to existing voice coverage

#### **Underlying Wire Center Information**

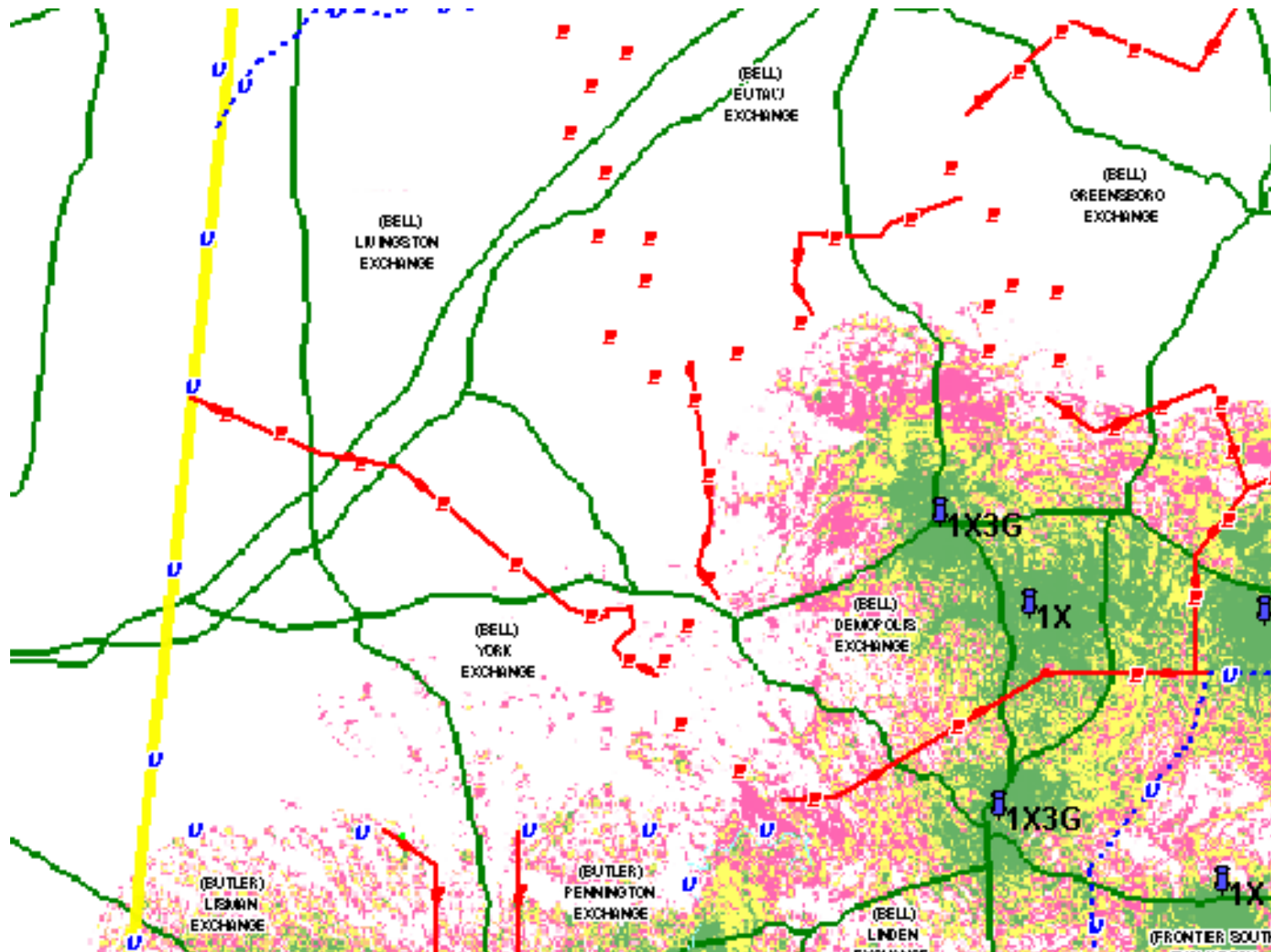
U	ILEC Ultimate Boundary
E	ILEC Exchange Boundary
Text	ILEC Company and Exchange Name which correspond to Wire Center Name

The first map depicts Pine Belt Cellular's entire 5 county licensed area. The following map are the areas Northwest, Northeast, Southeast and Southwest quadrants, respectively.



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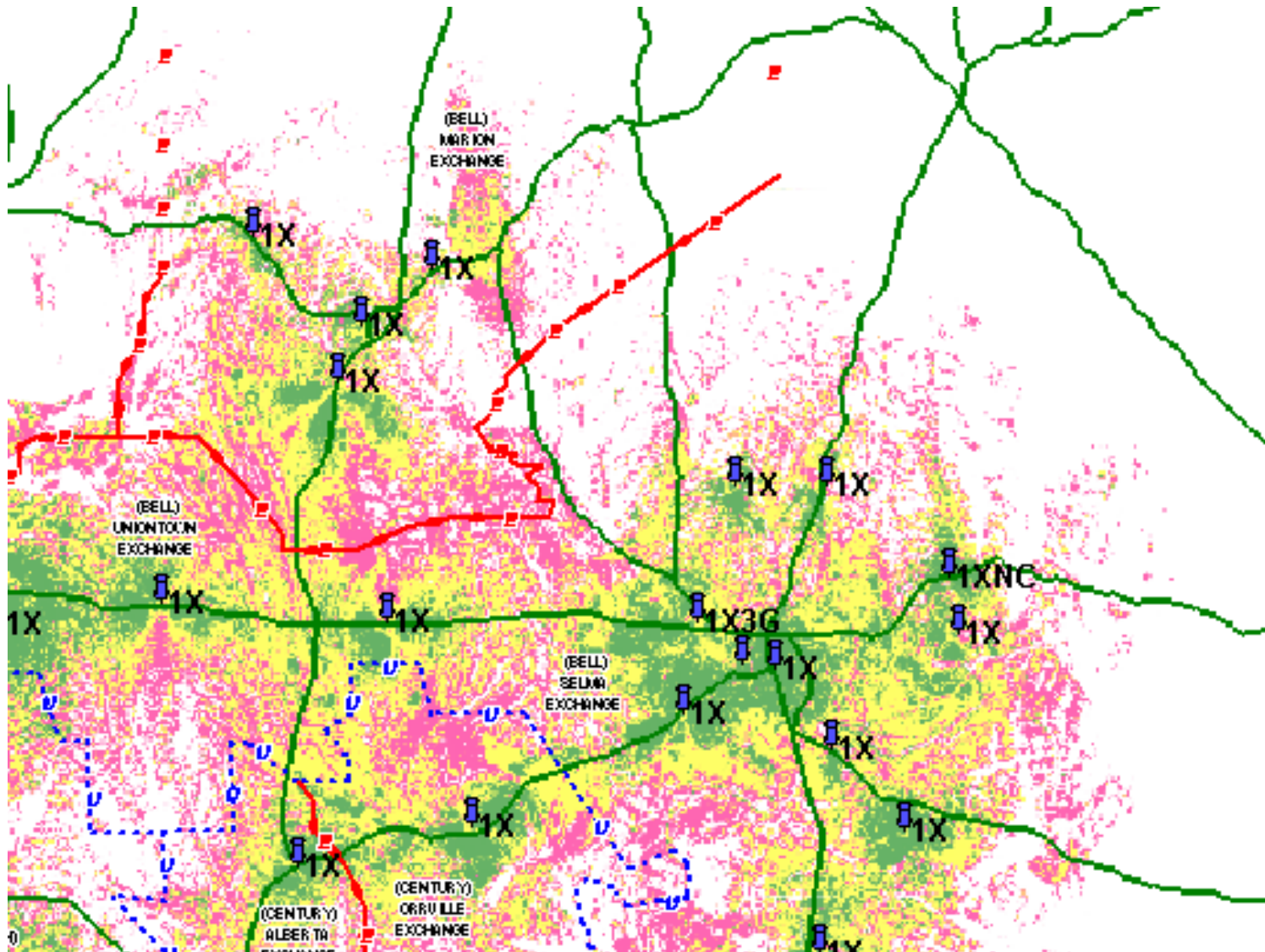
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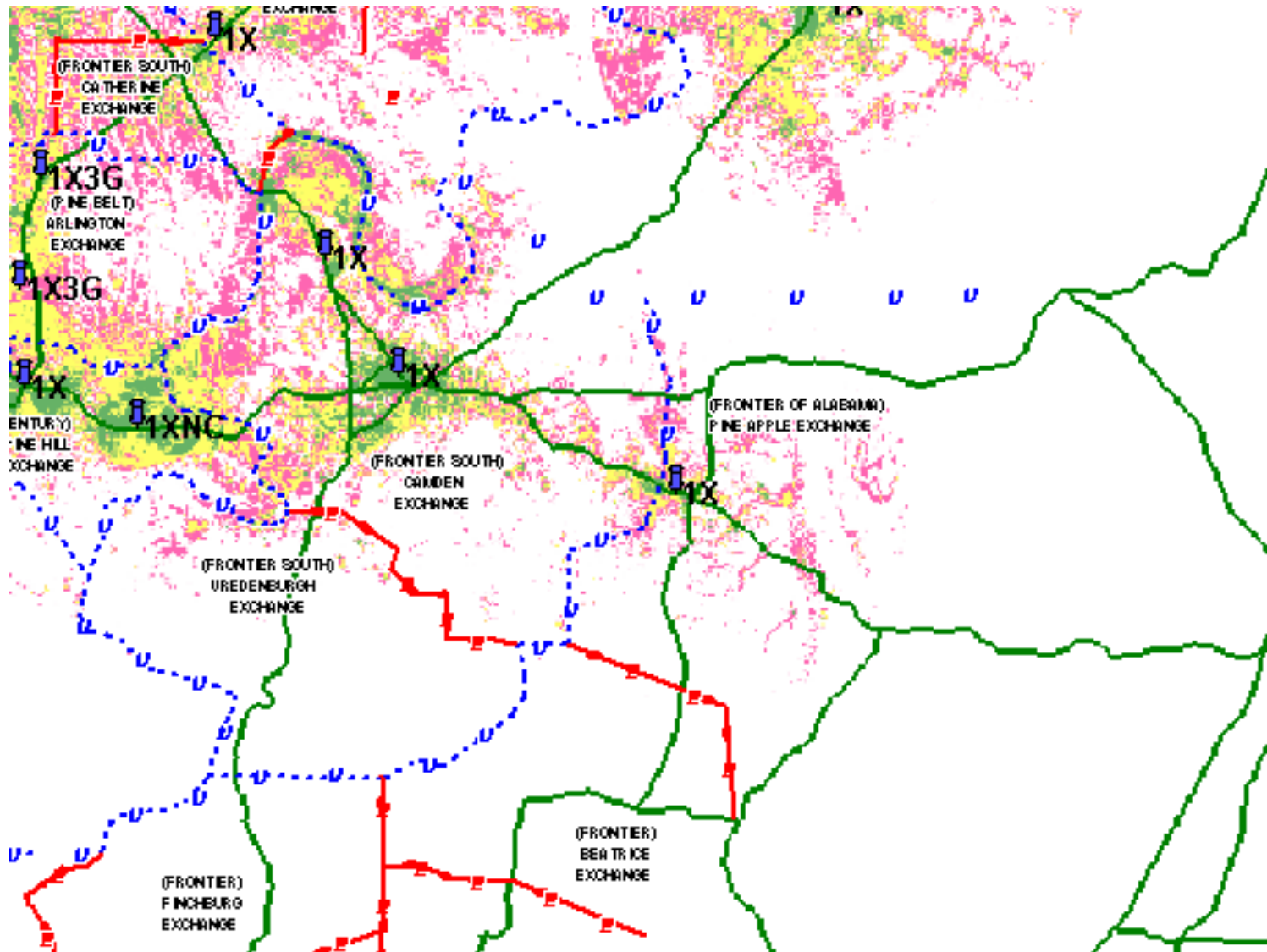
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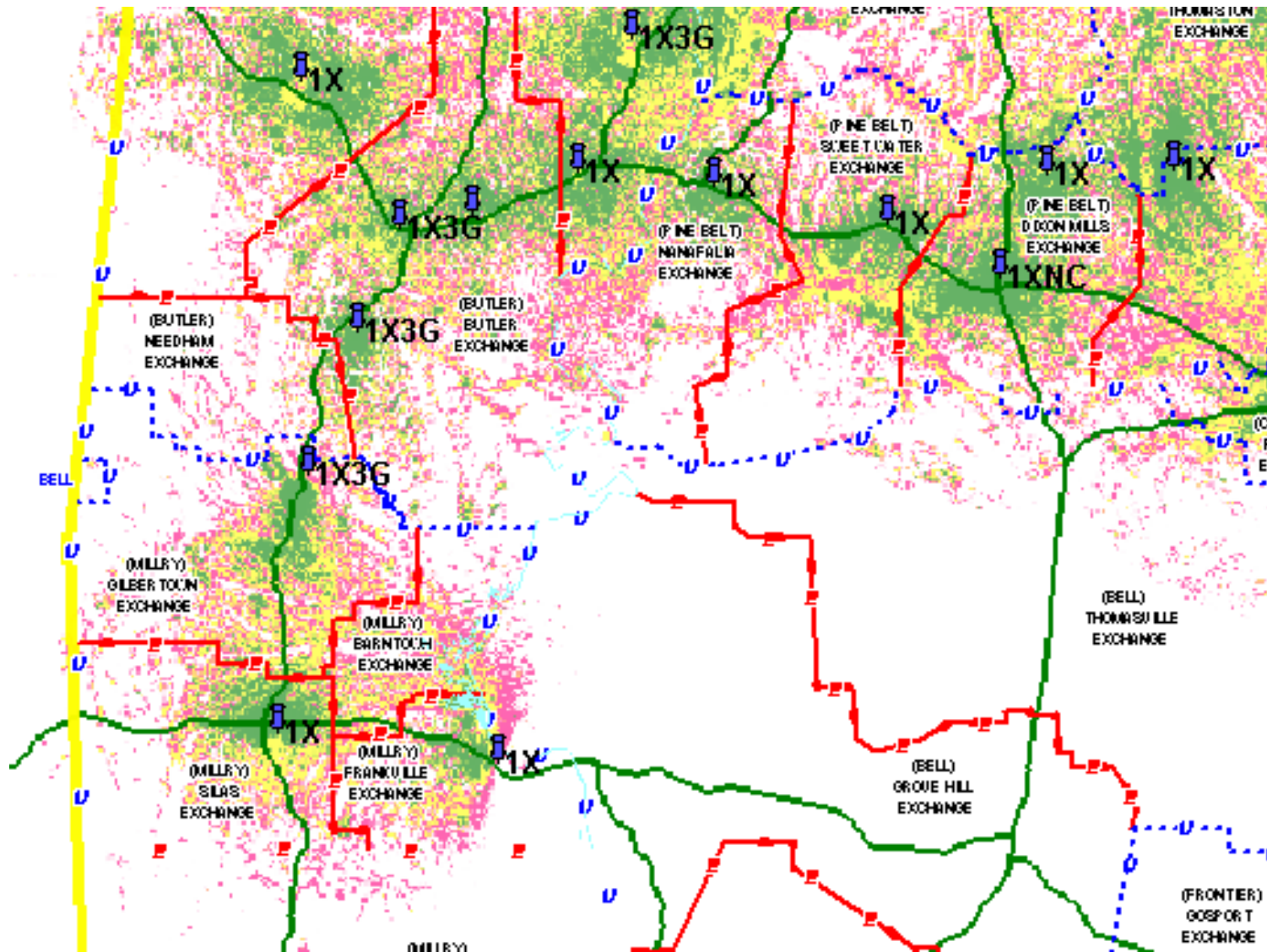
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**II. Outages Lasting 30 Minutes or Longer Potentially Affecting at Least 10% of End Users in a Designated Service Area**

Pine Belt serves a relatively small subscriber base in a small, rural area. As a result, one could argue that any outage has the potential impact of affecting service to 10% or more of its end users. Out of an abundance of caution, Pine Belt submits on the following pages a log of all critical outages lasting 30 minutes or longer during the reporting period.

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Start Date	Start Time	End Date	End Time	Facility	Name	Description	Wire Center Name	Wire Center CLLI	SAC	Resolution	Estimated % of Customers Affected
07/05/2009	17:30	07/05/2009	22:00	TG 700	Pine Belt Telco Land to Mobile Trunk Group	Lighning strike CO, 1630 DACC card OOS	Dixon Mills	DXMLALXA	250315	DACCS replaced	100%
07/05/2009	17:30	07/05/2009	22:00	Cell 30	Pine Hill Cell Site	Lighning strike CO, 1630 DACC card OOS	Pine Hill	PNHLALXA	250281	DACCS replaced	3%
07/05/2009	17:30	07/05/2009	22:00	Cell 21	Selma Cell Site	Lighning strike CO, 1630 DACC card OOS	Selma	SELMALMT	255181	DACCS replaced	3%
07/14/2009	18:30	07/14/2009	21:00	Cell 11	Magnolia Cell Site	Lighning strike, Telco loopback device and surge protector	Thomaston	THMTALXA	250318	Replaced damaged gear	3%
08/29/2009	23:46	08/30/2009	14:30	Cell 11	Magnolia Cell Site	Lighning strike, Telco loopback device and fuse protector, CSC and DFI cards in Cell site	Thomaston	THMTALXA	250318	Replaced damaged gear	3%
08/30/2009	0:51	08/30/2009	9:21	Cell 2	Old Spring Hill Cell Site	Lightning Old Spring Hill VTG Card failed	Demopolis	DMPLALMA	255181	Replaced damaged gear	3%
08/30/2009	0:51	08/30/2009	9:21	Cell 5	Linden Cell Site	Lightning Old Spring Hill VTG Card failed	Linden	LNDNALMA	255181	Replaced damaged gear	3%



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08/30/2009	0:51	08/30/2009	9:21	Cell 26	Uniontown Cell Site	Lightning Old Spring Hill VTG Card failed	Uniontown	UNTWALNM	255181	Replaced damaged gear	3%
02/05/2010	2:45	02/05/2010	8:30	TG 722	Mobile Long Distance Trunk Group	T1 Outage with carrier between ANPI and Pine Belt	Selma	SELMALMT	255181	Reported and repaired	100%
02/25/2010	9:30	02/25/2010		Cell 31	Camden Cell Site	Commercial Power Failure, when power restored equipment was damaged from surge	Camden	CMDNALXA	250318	Reported and repaired	3%
04/08/2010	6:45	04/12/2010	16:20	Cell 11	Magnolia Cell Site	Lighning damage, replace Cell Site	Thomaston	THMTALXA	250318	Replaced damaged gear	3%
04/23/2010	19:00	04/24/2010	12:00	Cell 5	Linden Cell Site	EVDO outage, RAD ASMi devices and cable problems	Linden	LNDNALMA	255181	Replaced damaged gear	3%
04/23/2010	19:00	04/24/2010	12:00	Cell 7	Demopolis Cell Site	EVDO outage, RAD ASMi devices and cable problems	Demopolis	DMPLALMA	255181	Replaced damaged gear	3%
04/27/2010	10:22	04/27/2010	13:00	TG 630	Choctaw Couty 911 Trunk Group	Choctaw County 911 out, Butler Telephone Fiber cable cut to Birmingham	Butler	BTLRALXA	250284	Reported and repaired	100%
04/27/2010	10:22	04/27/2010	13:00	TG 702	TDS Land to Mobile Trunk	Mobile to Land trunks out, Butler	Butler	BTLRALXA	250284	Reported and repaired	100%

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					Group	Telephone Fiber cable cut to Birmingham					
05/20/2010	18:10	05/21/2010	0:35	Cell 5	Linden Cell Site	Lightning surge, damaged RFTG (GPS)	Linden	LNDNALMA	255181	Replaced damaged gear	3%
05/20/2010	18:10	05/21/2010	11:00	Cell 7 EVDO	Demopolis Cell Site	Lightning surge damaged RAD ASMi-54 SHDSL	Demopolis	DMPLALMA	255181	Replaced damaged gear	3%
05/20/2010	18:10	05/26/2010	12:00	Cell 5 EVDO	Linden Cell Site	Lightning surge damaged Airwalk One Ran-DO	Linden	LNDNALMA	255181	Replaced damaged gear	3%

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□ ***Outages Potentially Affecting a 911 Special Facility***

During the reporting period, there was one incident in which Pine Belt's ability to process calls to the 911 emergency response system was adversely impacted. This occurred on 4/27/2010 and was restricted to the facilities that serve Choctaw County, Alabama.

□ ***Actions taken to mitigate future occurrences include:***

- a. Regularly scheduled inspections of network critical components, including but not limited to line sweeps, power calibrations, and ground field audits;
- b. Periodic reviews of all in preventive maintenance activities looking for indications of impending equipment failures;
- c. Requests for priority treatment from supporting utilities and deployment of portable standby power generation equipment if necessary;
- d. Coordination with ILEC

### **III. Unfulfilled Service Request**

Pine Belt has no pending requests for service in the area in which it holds ETC designation from the past year. There were fourteen applicants during the year that disconnected during the initial subscription grace period because of reported quality of service issues at the customers premise.

### **IV. Complaints per 1,000 Handsets or Lines**

During the reporting period Pine Belt averaged less than 10 quality-of-service related complaints per 1000 handsets per annum.

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**V. Certification**

Pine Belt Cellular, Inc. certifies that;

- a) it is complying with the applicable service quality standards and consumer protection rules;
- b) it is able to function in emergency situations as set forth in Section 54.201(a)(2) of the Commission's Rules;
- c) it offers a local usage plan comparable to that offered by the incumbent LEC in the relevant service areas; and
- d) it acknowledges that the Commission may require it to provide equal access to long distance carriers in the event that no other eligible telecommunications carrier is providing equal access within the service area.



By: \_\_\_\_\_  
John C. Nettles, President  
Pine Belt Cellular, Inc.

Date: September 30, 2010